

AN ANALYSIS OF HOW PLANNED MANAGEMENT DEVELOPMENTS MEET THE DESIRES OF
LOCAL CUSTOMERS ON THE HELLS CANYON NATIONAL RECREATION AREA

Jimmy J. DeHerrera
Assistant Area Ranger
Hells Canyon National Recreation Area
P.O. Box 490
Enterprise, Oregon 97828
(503) 426-3151
DG Address: R06F16D05A

Clemson Class of 1988

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ABSTRACT

Author: Jimmy J. DeHerrera
Assistant Area Ranger
Hells Canyon National Recreation Area
Wallowa-Whitman National Forest
P.O. Box 490
Enterprise, OR 97828
(503) 426-3151

Title: An Analysis of How Planned Management Developments Meet the
Desires of Local Customers on the Hells Canyon NRA

Abstract: Hells Canyon National Recreation Area (HCNRA) was established in 1975. At the time of establishment, the land contained within the boundaries of the NRA was remote and fairly inaccessible to the general public. After designation as an NRA, managers developed a Comprehensive Management Plan (CMP) which outlined plans for improving access to the NRA and included plans for further development. Extensive public input entered into the preparation of the CMP, but that input is approaching ten or more years of age.

The recreation industry has changed dramatically in the last ten years due to technological advances, demographical changes, and changes in individual and social values. To determine whether or not the assumptions used and development decisions made in the CMP are still valid, local customers of the NRA were surveyed to determine what sort of future development they would like to see in the NRA. This paper summarizes the results of that survey and compares these customer desires to development projects already planned for HCNRA. Using this comparison, recommendations for future development of the NRA are made for managers to consider in future development decisions.

Keywords: Hells Canyon, customer survey

EXECUTIVE SUMMARY

Title: An Analysis of How Planned Management Developments Meet the Desires of Local Customers on the Hells Canyon National Recreation Area

Author: Jimmy J. DeHerrera
Assistant Area Ranger
Hells Canyon National Recreation Area
P. O. Box 490
Enterprise, OR 97828
(503) 426-3151

Summary:

Hells Canyon National Recreation Area (HCNRA) was established on December 31, 1975. At the time of establishment, the land contained within the boundaries of the NRA was remote and fairly inaccessible to the general public. After designation as an NRA and after extensive public input, HCNRA managers recognized a need for limited improvement in access and development. Proposals for development and improvement of the NRA were contained in the Comprehensive Management Plan (CMP). The CMP was completed in 1984 and provides managers of HCNRA with overall management and development direction.

The CMP lists a number of projects to improve/develop various sites and roads on the NRA, but HCNRA still remains fairly inaccessible to the general public and developments on the NRA remain at a fairly primitive level. There are various reasons for this, but the primary ones are 1) funding to complete the projects in the CMP has been slow in coming, 2) funding for developed site improvements has been limited, and 3) most public input into the Draft EIS (upon which the CMP was based) supported retaining the limited transportation system and low development level.

Extensive public input entered into the preparation of the CMP, starting with the designation of the NRA and continuing through 1984 when the CMP was finalized after resolution of appeals. Most of the direction in the CMP, however, is based on early input into the process prior to March 20, 1980, the final date for public response to the draft EIS.

Most of this public input is now approaching ten or more years of age. The recreation industry has changed dramatically in the last ten years due to technological advances, demographical changes, and changes in individual and social values. This paper uses the results of a customer survey of local users to analyze whether or not the assumptions used and development decisions made in the CMP are still valid today in light of the changing needs and desires of the recreating public.

To determine whether or not public desires had changed from the original input into the CMP, a customer survey of local users was conducted to determine their wishes and desires for future development on HCNRA. The rationale for selecting only local users and focusing only on development (as opposed to management) was due to the fact that this project could be reasonably accomplished within the context of a short course project. To determine customer needs, copies of a questionnaire were directly mailed to individuals, groups, and permittees who have an expressed interest in HCNRA.

Responses to the questionnaire were summarized in seven categories:

- Present Level of Development
- General Development Projects Customers Want
- Specific Development Projects Customers Want
- Developed Sites Comparison
- Access Appropriate?
- Road Projects Customers Want
- Respondent's Association/Interest in HCNRA

113 completed questionnaires were returned, which was an approximate 43% return rate. Opinions expressed were very diverse and exemplified the diverse and polarized interest in HCNRA.

The only message that was fairly constant throughout the responses was that HCNRA should not be overdeveloped. The concept of what constitutes "overdeveloped" varied greatly, with one individual favoring returning the entire area to wilderness status, and others favoring Park Service type development such as that found at Grand Canyon National Park.

A large majority felt that HCNRA was underdeveloped and nearly all respondents felt that at least some limited level of improvement, development, and/or improved access was needed in the NRA.

The responses to this survey appeared to be slightly different than public input received into the CMP. Generally, these respondents seemed to favor a slightly higher level of development than previous respondents.

Most respondents had suggestions for future projects. These desires were compared to projects contained in the CMP and being planned for accomplishment by HCNRA managers. Surprisingly, nearly all suggested projects are already being planned for development and/or are permissible within CMP direction. This would suggest that CMP direction is still valid.

The survey was limited in scope and local sentiment may not totally reflect the opinion of the "general" American public. As access and development are improved in HCNRA, managers can expect to see an increasing proportion of non-local users. These non-local users will bring with them a different set of expectations of what they want in HCNRA. Future managers need to be sensitive to these needs and accommodate them within legal and resource constraints. Twelve suggestions are contained in the paper for future HCNRA managers to consider to help meet the needs and desires of future customers.

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Introduction

Hells Canyon National Recreation Area (HCNRA) is located in west central Idaho and northeastern Oregon. Its 652,488 acres straddle Hells Canyon of the Snake River, from the peaks of Idaho's Seven Devils Mountains on the east, to Oregon's rimrock and mountain slopes on the west. Hells Canyon is well over a mile deep between the Seven Devils and Hat Point earning it the distinction of the deepest gorge in North America. About 214,000 acres of HCNRA are designated wilderness, with most of this wilderness in the Hells Canyon Wilderness and approximately 3,000 acres in the Eagle Cap Wilderness.

HCNRA was established on December 31, 1975 by Public Law 94-199. The purpose for its creation, as stated in the Preamble of the Act is:

" . . . to assure that the natural beauty, and historical and archaeological values of the Hells Canyon area and the seventy-one-mile segment of the Snake River between Hells Canyon Dam and the Oregon-Washington border, together with portions of certain of its tributaries and adjacent lands, are preserved for this and future generations, and that the recreational and ecologic values and public enjoyment of the area are thereby enhanced,"

At the time of establishment, the land contained within the boundaries of the NRA was remote and fairly inaccessible to the general public. After designation as an NRA and after extensive public input, HCNRA managers recognized a need for limited improvements in access and development. Proposals for increased development and improved access in the NRA were contained in the Comprehensive Management Plan (CMP).

The CMP was completed in 1984 and provides managers of HCNRA with overall management and development direction. Public law 94-199, the Act that established HCNRA, required the CMP which is based on the selected alternative of an Environmental Impact Statement (EIS) which analyzed seven different alternatives for managing the NRA.

The CMP lists a number of projects to improve/develop various sites and roads on the NRA, but HCNRA still remains fairly inaccessible to the general public and developments on the NRA remain at a fairly primitive level. There are various reasons for this, but the primary ones are 1) funding to complete the projects in the CMP has been slow in coming, 2) funding for existing developed site improvements has been limited, and 3) most public input into the Draft EIS supported retaining the limited transportation system and low development level.

Extensive public input entered into the preparation of the EIS and CMP, starting with the designation of the NRA and continuing through 1984 when the CMP was finalized after resolution of appeals. Most of the direction in the CMP, however, is based on early input into the process prior to March 20, 1980, the final date for public response to the draft EIS.

Most of this public input is now approaching ten or more years of age. The recreation industry has changed dramatically in the last ten years due to technological advances, demographical changes, and changes in individual and social values. Based on a survey of local customers, this paper analyzes whether or not the assumptions used and development decisions made in the CMP are still valid today in light of the changing needs and desires of the recreating public.

What is the appropriate level of development in HCNRA and what sort of developments should managers be providing? A marketing approach to answering this question would tell us that we need to know who our customers are and what these customers desire. To attempt to partially answer this question through a marketing approach, local users, permittees, and interest groups of HCNRA were surveyed to determine their desires for future development in HCNRA. A questionnaire was mailed out and made available for these target groups to make their desires known. The desires of these groups are then compared with direction in the CMP to determine compatibility and/or conflict. Based on this comparison, recommendations are suggested for future HCNRA managers to consider when planning future development of the NRA.

Specifically, the goal of this paper is to describe future development preferences of local customers of HCNRA. Specific objectives in attaining this goal were:

- conduct a survey of local visitors
- compare the results of this survey with present CMP direction
- suggest future development recommendations based on this survey for HCNRA managers to consider in future development decisions

Statement of Purpose

Why is this project necessary? There are several good reasons, but the primary one is that the Forest Service has been entrusted with stewardship of HCNRA to be managed in the public's interest. For the NRA to be managed in the public's interest, the customers of the NRA have to be identified and their needs and desires have to be known. The challenge to the Forest Service is to provide for the needs and desires of its customers within the constraints of all applicable laws and policy direction.

As previously stated, previous public input into the CMP generally supported a low level of development in HCNRA. In light of this input, why expend the effort to survey customers again? Because peoples attitudes, interests, and needs have changed greatly in the last ten years.

Technological changes greatly influence the types of recreation activities in which people participate. Breakthroughs in new outdoor apparel enable people to recreate more comfortably in weather extremes thus increasing participation in recreation activities during these times. New outdoor equipment has created new outdoor recreation activities, i.e. mountain biking and jet skiing, which were not even being pursued when the CMP was being developed. Other new outdoor pursuits may be on the horizon of which we may not even be aware.

Demographical changes may influence HCNRA customer's attitudes as to what sort of development they want in the NRA. The baby boomer generation has a great influence on trends, including outdoor recreation trends, and their needs and desires have changed in the last ten years. The baby boom generation is approaching middle age and will be looking for more conveniences as they age. Participation in types recreation activities is changing, as those activities which have greater appeal to baby boomers are seeing increasing participation rates.

Two income households are increasing which translates to decreasing leisure time, but increased expendable income for these households. Leisure time available will become increasingly valuable and people will demand quality recreation experiences. Long duration vacations will decrease, extended weekend vacations will increase, and people will recreate closer to home. Travelers will seek more high quality "back to nature" pursuits due to their "high tech" stressful lives and also due to the current concern for maintaining a high level of physical fitness. But people will also want easy accessibility to these outdoor pursuits. Americans are becoming increasingly urban and will demand increased creature comforts in their outdoor recreation pursuits.

Changes in individual and social values will also influence outdoor recreation pursuits. Americans are increasingly becoming more family oriented and are seeking activities in which the entire family can participate.

Recreation management is a dynamic field and recreation managers need to be proactive in being able to plan for the changing desires of their customers.

Limitations

A complete marketing survey for HCNRA is beyond the capability for a short course project. The scope of this project had to be narrowed to something that could realistically be completed within the timeframes allotted. The resulting project was a survey of local customers to determine their preferences for future development in HCNRA.

These are two very important, key aspects to consider when reviewing the survey results - 1) only local customers were surveyed, and 2) survey results are reported only as they pertain to future development. Local customers currently comprise the greatest proportion of users of HCNRA, so their desires would most closely reflect the present majority opinion of all users. If the desires of non-local users differ greatly from the desires of local users, this survey will not reflect those differing opinions.

Management of the NRA, although addressed in numerous responses, is not being dealt with except as management directly affects future development. HCNRA management is an extremely controversial subject which is also beyond the scope of this short course project. HCNRA development was targeted due to the present low level of development and the numerous opportunities which exist. Development was defined for the customers surveyed as "improvements which facilitate or enhance the visiting public's use and enjoyment of HCNRA. Developments include campgrounds, picnic grounds, overlooks, trailheads, trails, access roads, etc."

Methodology

The timing of the project did not enable a field survey, so the questionnaire was directly mailed to approximately two-hundred-thirty (230) individuals, permittees, and groups. Appendix 1 contains the three separate letters used to transmit the questionnaire to the appropriate contact. These contacts were derived from the "HCNRA Public Information Plan" and other NRA mailing lists developed subsequent to the plan. Thirty-five (35) news releases were also mailed to media in the HCNRA influence area. Six (6) are known to have been published and one radio station broadcast the message, but the total number of news releases used is unknown. These news releases resulted in approximately thirty (30) requests for information. Appendix 2 contains a copy of the news release.

One-hundred-thirteen (113) questionnaires were returned for an approximate response rate of 43% based solely on the number of questionnaires mailed out. This response rate is considered approximate because copies of the questionnaire other than those directly mailed were also received, but the exact number of these is not known. However, due to the broad publicity of the questionnaire, it is felt the responses are representative of the general local customers of HCNRA.

HCNRA is an extremely controversial area with very polarized customers and interest groups. Because of this, there is high potential for the polarized interests to try to turn any survey or public input request into a numbers game, i.e. the interest generating the most number of responses generates the greatest number of votes on the issue being surveyed. It is felt some of this occurred with this survey, but the extent is not known. Because of this suspicion, more emphasis is being placed on trends indicated throughout the responses than on total numbers.

Responses to the survey were well represented across the spectrum of user groups. Both ends of the polarized spectrum provided responses which were valuable in analyzing the total response received.

The questionnaire consisted of eight questions in an open-ended format (see Appendix 3). This format was chosen to allow the respondents the greatest freedom possible in suggesting their wishes and to allow respondents to be able to come up with their own ideas instead of giving them a menu from which to choose. This approach worked well, as good responses were received covering a wide range of desires. However, analysis of this form of questionnaire was difficult and very time consuming. But it is felt that all suggestions received were genuinely those of the respondents, not ideas that may have been placed in their minds.

Many of the responses received really did not pertain to the exact question asked, but were pertinent to the subject being studied. This was probably due to unclear questions and/or the respondents misunderstanding the questions. For the analysis, it was easier to categorize the information being sought into seven (7) categories and then to fill in the appropriate information from the questionnaire regardless of which particular question the information was in response to. For example, if a respondent provided responses to specific developed sites needing to be improved under a road access question, this input

was included into the appropriate summary category, in this case, "Specific Development Projects Customers Want".

Analyzing the responses required some subjective judgements. If somewhat vague comments were provided, decisions had to be made as to exactly what the respondent was trying to say so that the responses could be tallied. Also, some responses were combined because it was impossible to distinguish exactly what the respondent was referring to, i.e. for a comment such as "improve your camping sites", it could not be determined if the person was talking about river camping sites, dispersed camping sites, or developed camping sites. Therefore, all these camping site comments were "lumped" as camping sites.

Analysis

For analysis purposes, seven categories of information were selected for which data from the questionnaire would be compiled. These categories were:

- Present Level of Development
- General Development Projects Customers Want
- Specific Development Projects Customers Want
- Developed Sites Comparison
- Access Appropriate?
- Road Projects Customers Want
- Respondent's Association/Interest in HCNRA

The "Present Level of Development" category was designed to give a feel for how HCNRA customers feel about the present level of development in the NRA. The respondents were asked "Considering its stature as an NRA, what is the appropriate level of development that managers should be striving for? Is the NRA underdeveloped? Is it overdeveloped?". Respondents overwhelmingly felt that HCNRA is underdeveloped (Table 1), with 67% responding such. 24% felt the NRA is appropriately developed or ok as it is. 4.5% of the respondents felt HCNRA is overdeveloped with the same percentage offering no response.

TABLE 1

PRESENT LEVEL OF DEVELOPMENT

<u>Response</u>	<u>No. of Responses</u>	<u>Percent</u>
Underdeveloped	76	67.0%
OK as is	27	24.0%
Overdeveloped	5	4.5%
No comment	5	4.5%
Total	113	100.0%

The "General Development Projects Customers Want" category refers to those types of general developments (campgrounds, trails, roads, etc.) or general types of activities (camping, picnicking, etc.) for which respondents would like to see facilities improved or developed. This category includes general projects not tied to a specific on-the-ground facility or location. Responses fitting into this category appeared throughout the questionnaire. Anytime a respondent mentioned a general type of development/improvement desired, it was counted. Most customers mentioned numerous types of projects desired, so the total number of projects listed in Table 2 greatly exceeds the total number of respondents. If a respondent mentioned a project more than once on the questionnaire, that particular project was only counted once. This information will be useful to Forest Service managers to help them analyze what types of facilities and/or activities local HCNRA customers consider the most important.

The most frequently mentioned general development project desired was improving roads in HCNRA. In the questionnaire, two questions specifically relating to roads were asked, and when responses were compiled, the information responding to these two questions was not used as part of the general development project category. Despite this, roads were still the most often mentioned development needing improvement. Other project areas mentioned frequently as needing increased emphasis on the NRA are, in decreasing order: information/interpretation, more/improve viewpoints, more/improve picnic areas, more campgrounds/campsites, improve toilets/sanitation, boat launching/landing facilities, more/improve horse facilities, improve trails, improve campground/campsite maintenance, more/improve trailheads. For a complete list of projects mentioned, see Table 2.

TABLE 2

GENERAL DEVELOPMENT PROJECTS CUSTOMERS WANT

<u>Project</u>	<u>No. Times Mentioned</u>	<u>Ranking</u>
Improve roads	49	1
Information/interpretation	37	2
More/improve viewpoints	35	3
More/improve picnic areas	28	4
More campgrounds/campsites	28	4
Improve toilets/sanitation	23	6
Boat launching/landing facilities	23	6
More/improve horse facilities	19	8
Improve trails	18	9
Improve campground/campsite maintenance	16	10
More/improve trailheads	16	10
More access points (general)	13	12
More snowmobile trails	12	13
Cross-country ski trails	11	14
New access points to Snake River	9	15
Increase drinking water availability	7	16
Eating facilities	6	17
Day hike trails	6	17
Overnight lodging facilities	5	19
More trails (general)	5	19
Low standard campgrounds	5	19
More/improve Snake River campsites	4	22
Improve aviation access	3	23
Visitor centers	2	24
Rest areas	2	24
Other	14	N/A

Table 3 shows the "Specific Development Projects Customers Want". Contrasting this with general projects, this list shows specific sites where customers expressed the desire for additional development and/or improvement. As in the previous category, responses for this category appeared throughout the questionnaire and each project was counted only once per questionnaire. The "No. Responses" heading on the questionnaire refers to the total number of respondents specifically mentioning that particular project. Road projects are not listed as they are covered in another category. The "Planned?" heading refers to whether or not the listed project is currently planned for completion by managers of HCNRA sometime in the future and/or is already being accomplished. Respondents did not have as many ideas for specific projects as they did for general projects.

TABLE 3
SPECIFIC DEVELOPMENT PROJECTS CUSTOMERS WANT

<u>Project</u>	<u>No. Responses</u>	<u>Ranking</u>	<u>Planned?</u>
Dug Bar camping facilities	29	1	Yes
McGraw LO camping facilities	20	2	No
Improve Dug Bar boat ramp	18	3	Yes
Freezeout TH camping facilities	16	4	No
Dug Bar horse facilities	12	5	Yes
Dug Bar outfitter facilities	10	6	No
Hat Point outfitter facilities	9	7	No
Restaurant at Dug Bar	8	8	No
Deep Cr./Brush Cr./Granite Cr. trail	7	9	Yes
Pittsburg camping facilities	6	10	Yes
Improve HC Cr. boat launch	5	11	Yes
Improve Hat Point Campground	5	11	Yes
Improve Pittsburg boat ramp	4	13	Yes
Pittsburg interpretive facilities	4	13	Yes
Improve Dug Bar trailhead	4	13	Yes
Cow Creek trailhead	3	16	Yes
Cow Creek camping facilities	3	16	Yes
HC Cr. outfitter facilities	3	16	Yes
Improve Buckhorn	3	16	Yes
HC Cr. interpretive facility	2	20	Yes
HC Cr. camping facilities	2	20	Yes
Improve Imnaha campgrounds	2	20	Yes
Improved sanitation at Pittsburg	2	20	Yes
Seven Devils camping facilities	2	20	Yes
Other	35	N/A	N/A

Most frequently mentioned specific projects were Dug Bar camping facilities, McGraw Lookout camping facilities, improve Dug Bar boat ramp, Freezeout Trailhead camping facilities, Dug Bar horse facilities, Dug Bar outfitter facilities, restaurant at Dug Bar, Deep Creek/Brush Creek/Granite Creek trail, Pittsburg camping facilities, improve Hells Canyon Creek boat launch, and improve Hat Point Campground. Table 3 shows a complete listing.

Table 4 shows "Developed Sites Comparison". This category was developed to help understand how HCNRA customers feel developed facilities on the NRA compare to developed facilities elsewhere. Information for this category was developed through question #5 on the questionnaire which asked customers to compare HCNRA developed sites with those in other Forest Service locations or those developed sites and facilities administered by other agencies. For analysis purposes, when respondents separated their comparisons by agency, their comparison to other Forest Service facilities instead of other agency comparisons was used. Comparisons with other agency facilities were even less favorable than comparisons with other Forest Service facilities.

HCNRA developed sites do not compare favorably with other Forest Service and/or other agency developed sites according to respondents. 27% of respondents stated HCNRA developed sites compare very poorly, 26% rated them as comparing poorly, 7% rated them as the same, 8% rated them as appropriate for HCNRA, 9% stated they did not know, 1% did not care, and 23% of the respondents offered no comment.

TABLE 4
DEVELOPED SITES COMPARISON

<u>Response</u>	<u>No. Responses</u>	<u>Percent</u>
Very poorly	30	27%
Poorly	29	26%
Same	8	7%
Appropriate	9	8%
Don't know	10	9%
Don't care	1	1%
No comment	26	23%
Total	113	100% *

* Percentages were rounded to nearest 1% so actual column total is 101

Table 5 shows local customers' responses to the appropriateness of the current access to HCNRA. The information for the "Appropriate Access?" category was compiled in response to the question "Access to the Snake River or to Hells Canyon viewpoints is limited, and in many cases, is restricted to high clearance vehicles. Is this limited access appropriate for a National Recreation Area?" Respondents overwhelmingly responded "no" with 64% stating such. 28% responded that access is appropriate, 3% responded there is too much access, and 5% provided no comment.

TABLE 5

ACCESS APPROPRIATE?

<u>Response</u>	<u>No. Responses</u>	<u>Percent</u>
Yes	32	28%
No	72	64%
Too much	3	3%
No comment	6	5%
Total	113	100%

Table 6 shows "Road Projects Customers Want". The listed projects are those specifically mentioned by respondents as ones they would like to see completed. These projects were mentioned in response to a direct question asking about road projects and were also mentioned in various places throughout the questionnaire. In decreasing order, those projects most frequently mentioned were: Improve Hat Point Road, Improve Dug Bar Road, Improve McGraw Lookout Road, Improve Pittsburg Landing Road, Construct Oregon Rim Road, and Improve P.O. Saddle/Lookout Mountain Road.

The "Respondent's Association/Interest in HCNRA" category is designed to give an idea of who responded to the survey. This information was compiled by general type of user and place of residence through information provided by the respondents. In most cases they were specific enough in their response to fit them in a particular category, but in some instances, best judgement had to be used. The most common respondent was termed "General user/area resident - Oregon", with 46% of the respondents fitting this category. "General user/area resident - Idaho" with 11%, "Heavy user/area resident - Idaho" with 8%, and "Heavy user/area resident - Oregon" with 8% were the other large categories of respondents. Table 7 shows the breakdown of all respondents.

TABLE 6
ROAD PROJECTS CUSTOMERS WANT

<u>Response</u>	<u>No. Responses</u>	<u>Planned?</u>
Improve Hat Point Road	42	Yes
Improve Dug Bar Road	40	Yes
Improve McGraw Lookout Road	22	Yes
Improve Upper Imnaha Road	17	Yes
Improve Pittsburg Landing Road	12	Yes
Construct Oregon Rim Road	9	Partly
Improve P.O Saddle/Lookout Mtn. Road	5	Yes
Idaho Rim Road	4	Partly
Improve Seven Devils Road	3	Yes
Widen Klierschmidt Grade	3	No
Construct Rd. from Heavens Gate north	2	No
Offer more four-wheel-drive roads	2	No
Resurface Wallowa Loop Road	2	Yes
Improve Kinney Point Road	2	N/A *
Others	17	N/A

* Not on HCNRA

TABLE 7
RESPONDENT'S ASSOCIATION/INTEREST IN HCNRA

<u>Category</u>	<u>No. Respondents</u>	<u>Percent</u>
General user/area resident - Oregon	52	46%
General user/area resident - Idaho	12	11%
General user/area resident - Washington	2	2%
Heavy user/area resident - Idaho	9	8%
Heavy user/area resident - Oregon	9	8%
Heavy user other than area resident	5	4%
General interest/user other than area resident	4	4%
Landowner in HCNRA	5	4%
Outfitter/Guide Permittee	7	6%
Grazing Permittee	2	2%
Botanical aspects of NRA	1	1%
None	5	4%
Total	113	100%

Discussion

Oregon residents comprised a disproportionately high percentage of the total number of respondents when compared to the total population of the surrounding states in the HCNRA influence area (ID, OR, WA). Since the questionnaire was distributed equally to all interested parties in the NRA, it is not known why the response rate was greater in Oregon. Because Oregon residents did comprise the majority of the respondents, the survey results may contain an Oregon bias.

The strong feelings customers of HCNRA have about the area were readily apparent in the responses received. There were very polarized opinions expressed about how future development should or should not occur within the NRA. Little, if any, consistent message came through clearly across the spectrum of responses.

If any message could be gleaned from the responses as being a general consensus, it was that HCNRA should not be overdeveloped. The concept of what constitutes "overdeveloped", however, varied greatly. One respondent felt all roads in the NRA should be obliterated and the entire area returned to "wilderness", while others felt that the Forest Service should strive to provide for more intensive Park Service type development such as might be found at Grand Canyon National Park. But time and time again, respondents expressed a concern for protecting the resources for which HCNRA was designated.

The general feeling of those who felt the HCNRA should be further developed was that the present development of the NRA limited use and enjoyment of the area to a select few. Numerous comments were received to the effect that if a person does not have a four-wheel drive vehicle, horses, or is healthy enough to walk in the rugged terrain, HCNRA is not available for them to enjoy. In their opinion, they felt only a small percentage of the general population met the above criteria and could enjoy the NRA, and that the NRA was inaccessible to the old and the young. The opinion of this group was that HCNRA was not truly a National Recreation area since it was not accessible or usable to all.

The opposite view was expressed by those respondents who felt that the inaccessibility of HCNRA was its main attraction. They felt that any developments or improvements which could potentially increase use would be contrary to the reasons for which HCNRA was designated. This group of people felt that HCNRA managers should retain the area in a fairly primitive state of development with limited accessibility, and to do otherwise would destroy the area.

Of the total 113 respondents, ten (10) stated they wanted absolutely no further development or improvement in HCNRA. All the rest of the respondents favored at least some limited level of improvement, development and/or improved access.

Appendix 4 quotes several of the responses received on the questionnaire. These responses are a representative sample of the total. Reading these responses will give managers and interested individuals a good idea how polarized HCNRA customers are in their opinion of future development and will also give a good feel for the general types of responses received.

The responses received seem to be slightly different than the public input that was received for the EIS and CMP. Considering that most public response to the EIS and CMP favored retaining the limited transportation system and low development level, the respondents to this local survey generally support a slightly higher level of development and improved access. There was not a lot of support for adding new access roads, but there was heavy support for improving the standard of existing roads. Respondents to the survey also greatly supported increased emphasis on improving existing facilities, and some respondents supported increased development in some areas. For the most part, though, additional development/improvement suggested by respondents is within the scope of the CMP as it exists.

Several development themes and/or site specific areas are repeated throughout the responses. It is these types of projects upon which the remaining discussion will concentrate as this indicates that the respondents consider these types of projects and/or these areas are the most important for additional/improved development.

The most often requested project among the respondents was for improved roads. The top five roads mentioned most often as needing improvement are all planned for improvement in the CMP. Four of those roads are already scheduled for improvement and will be completed within the next three to four years - Hat Point Road, Dug Bar Road, McGraw Lookout Road, and Pittsburg Landing Road. The fifth road, Upper Imnaha Road, is listed as a project in the CMP but has no target date at this time.

The only other specific road frequently mentioned as needing to be improved or constructed was the Oregon Rim Road. This proposed road, some of which would necessitate new construction, has general support from the Oregon business communities on the south end of HCNRA who see this road as an attraction for tourists. Construction of this road in total is not scheduled in the CMP, although parts of it which already exist will be improved. This road is an extremely controversial project which would require extensive public scoping before it could ever be seriously considered for construction.

Other specific roads were also mentioned by a few people as needing to be improved, most of which are planned for improvement. Considering that road improvements were the most often mentioned need on HCNRA, managers should be very responsive in providing for this need.

New access points in general, and new access points to the Snake River were also mentioned by a few respondents as being necessary projects. As noted above, any new road construction projects will be extremely controversial, but managers should be receptive to new ideas and thoroughly explore them to see if they are feasible or viable.

The need for additional emphasis on information/interpretation was the second most frequently mentioned project among respondents. This was a surprising response to a survey asking about development. Many respondents noted that HCNRA has a wealth of information which should be shared with its users concerning geology, flora and fauna, cultural history, and natural history. This exceptionally strong interest in additional interpretation by local customers indicated a very important need that is currently not being met. This has also been identified as a shortcoming by HCNRA managers who are in the

process of developing a comprehensive interpretive plan for the NRA. This plan will investigate various interpretive themes which can be developed for the NRA and will explore the best locations in which to develop these interpretive themes and/or distribute information. Implementation of this plan should satisfy these desires expressed by respondents.

Third most frequently mentioned by respondents was improving and/or developing more viewpoints. For recreationists driving roads on HCNRA, the opportunity to pull-off the roads and view Hells Canyon, the Imnaha Canyon, or other scenic vistas or canyons is an extremely important part of their recreational experience. Managers should further explore the opportunities to provide additional scenic viewpoints and improve the quality of those already in place. New and/or improved viewpoints could be combined with other desires expressed by respondents with these sites also providing information/interpretation, picnic sites, and toilets where appropriate.

Picnic areas were noted as a type of use needing more emphasis on the NRA. Respondents noted that existing picnic sites need to be improved and new sites need to be developed. As managers develop plans for future sites, the need for increased picnic sites should be considered.

Numerous respondents also expressed a desire for developing more campgrounds and/or campsites. A lesser but significant number also expressed a desire for improving existing campground/campsite maintenance. A few respondents were also more specific in their responses and they expressed the desire to have increased low standard campgrounds and more/improved Snake River campsites. But whether respondents were addressing developed campgrounds, general dispersed camping sites, and/or river campsites, their comments were pretty consistent and specific. Camping is an important activity to them which they do not feel is being adequately provided for in HCNRA. Adequate funding to maintain campsites has been a problem in the past, but the message is clear from respondents that they want not only additional camping opportunities in HCNRA, but also better maintenance of existing facilities.

Three specific sites were frequently mentioned by respondents as areas where they would like to see improved camping facilities. These three were Dug Bar, McGraw Lookout, and Freezeout Trailhead. Dug Bar was very frequently mentioned and was the most often mentioned specific site as needing improvement. Dug Bar is already scheduled for construction of a campground and other improvements. At this time nothing is programmed for developing camping facilities in the McGraw Lookout area. Finally, Freezeout Trailhead was recently reconstructed, but no provisions were made for camping.

Camping opportunities on HCNRA are extremely diverse and serve the needs of numerous user groups, but the message seems to be clear that users would like to see improved and better maintained campsites across the spectrum. Managers should explore possibilities to improve camping opportunities and be prepared to accomplish the work as funds become available.

Improving toilets and sanitation on HCNRA was also an often mentioned project. Comments on this topic referred to both river and non-river locations. Managers recognize this problem, particularly along the Snake River, and have taken some actions to correct the problem; but funds have been very limited to deal with this important problem. Customers are apparently not satisfied with the present condition of the toilet facilities and would like to see additional facilities. This problem should receive primary consideration.

Respondents also frequently requested improved facilities to provide them better means of transferring from one form of travel to another - more/improved boat launching/landing facilities, and more/improved horse handling facilities. HCNRA managers have been providing improved transfer facilities and more are being planned. These opportunities should be considered in the future in new facility design.

Specific sites mentioned as needing improved boat facilities were Hells Canyon Creek, Pittsburg Landing, and Dug Bar, which was very frequently mentioned. Dug Bar has already received a new boat ramp, of which many respondents were apparently not aware, and both Hells Canyon Creek and Pittsburg Landing will soon be receiving new boat launching facilities.

Horse handling facilities at Dug Bar were specifically mentioned numerous times as needing improvement. There are plans to accomplish this in the near future. No other site was mentioned as specifically needing improved horse facilities, but this is implied in all the sites below where respondents requested improved trailheads.

Improving trails was also a frequently mentioned project. No trails were specifically mentioned as needing to be improved, and there are approximately 800 miles of system trails on HCNRA, so it is not possible to make specific recommendations for specific trails to be improved. Trails on the NRA tend to be on the more difficult end of the spectrum, but managers claim this is necessary due to the rugged country they traverse and the fact they have to be built to accommodate the demands of the terrain. But managers also realize that numerous segments of trail across the NRA are in need of capital investment improvement to reduce safety hazards and minimize resource damage.

Because numerous respondents expressed a need for improved trails, managers should explore opportunities to provide a spectrum of opportunities available on NRA trails. Not all trails need to be or should be improved, as it is important for the standard of the trail to be appropriate for the experience provided by the trail and user expectations. But some higher standard trails should be provided for those people seeking such an experience. With the large mileage of trails available on the NRA and with the spectrum of experiences available, this should be no problem.

A small number of respondents also requested more day hike trails. Day hiking opportunities are presently limited on the HCNRA, particularly short loop trails. Managers should further explore the potential for increased opportunity for day hiking. A fair number of respondents also expressed a desire for increased winter trails - snowmobile and cross-country ski trails. Because of the NRA's relative remoteness in winter, snow related winter activity has never been real high, particularly for cross-country skiing. But high quality opportunities for snow recreation should be explored and developed with interested users as opportunities arise.

The lowest elevations of HCNRA receive very little snowfall in the winter and are mostly snowfree all winter. These areas provide a unique opportunity which could be promoted - winter hiking and horseback riding on low elevation trails. The year-round availability of trail related opportunities should be further promoted.

Only one trail was specifically mentioned as a needed project and it was a new trail which would be located along the Snake River in Idaho, from Deep Creek downriver past Brush Creek to Granite Creek, where it would tie in with the existing Idaho Snake River Trail. This trail is currently programmed into the capital investment program for funding.

Tied in with trails was the desire for more/improved trailheads. Trailheads specifically mentioned as needing improvement were Freezeout, Dug Bar, and Cow Creek. As previously mentioned, Freezeout Trailhead has recently been reconstructed, but many respondents were apparently unaware of this. Dug Bar, as previously mentioned, is also scheduled for improvement. The Cow Creek Trailhead is also scheduled for improvement in the near future in conjunction with the Dug Bar Road improvement.

New trailhead possibilities should also be explored in conjunction with exploring new trail possibilities described above, i.e. in providing for day hiking opportunities or for winter recreation trails.

Increasing drinking water availability was also mentioned by a few respondents as a needed project. Considering the long distances to many NRA attractions, the hot and dry climate of the lower elevations, and the relative lack of potable water in many locations, managers should consider this request in future development planning.

Finally, several respondents felt that HCNRA needed to provide concessionaire facilities and opportunities. A need was expressed for eating facilities, overnight lodging facilities, and outfitter facilities. Specific sites mentioned as desirable for such facilities were Dug Bar, Hat Point, and to a lesser extent, Hells Canyon Creek.

There is presently only one facility on HCNRA which provides the types of concession opportunities expressed above - the Copper Creek Resort, which provides lodging and eating facilities. The opportunity for expanded concessionaire opportunities should be examined by managers and provided for in such destination areas such as Dug Bar and Hat Point if found to be consistent with other uses occurring in the area.

Recommendations/Summary

This survey only reflects the opinion of local users of HCNRA, but local users currently comprise the predominant user group of the NRA. As roads and facilities are improved, "non-local" users can be expected to proportionately increase since HCNRA is a nationally reknowned resource. As different user groups become more numerous, their needs and desires may be different than those of local users and NRA managers will need to be sensitive to their needs. The following recommendations are based primarily on meeting the expressed needs and desires of the present (local) users. But references are made to the potential needs and desires of future customers who will be attracted to HCNRA once it becomes more accessible. The needs of these future customers should closely reflect those of the "typical" American recreating in National Forests. As stated earlier, there are trends developing among these users which tell us some things about how to satisfy their needs. It is also felt that many of these National trends are also indicative to what kinds of facilities and services local customers will want in the future.

Customer needs and desires should be accommodated to the greatest extent possible, but future development should also be used as a tool to influence use on the NRA. Some areas of the NRA can accommodate additional use, but others, such as use on the Snake River, may be approaching or exceeding optimal limits. Customer desires must be meshed with resource considerations and legislative mandates to come up with optimal development. The following recommendations reflect this philosophy.

Two major themes should be emphasized in future development of HCNRA - 1) Retain the feeling of remoteness visitors receive from visiting the NRA, and 2) emphasize "quality" development over "quantity" of development.

HCNRA's physical location promotes remoteness. No major metropolitan areas are located nearby, and the surrounding counties are sparsely populated. To even reach the exterior boundary of the NRA usually requires a fair amount of travel time from one of the portal communities, either over relatively low standard roads (as compared to State Highways) or up the river from the Lewiston area. And once in the NRA, travel time can be quite long to access the major attractions. The ruggedness of the terrain and the low standard access will assure that visitors will feel that they have had to really work to reach this remote land.

However, remoteness does not translate to primitive. Developments should be of rustic design and should blend in with their surroundings, but should utilize modern technology and be of high quality. HCNRA should be a special place and this message should be apparent to its customers solely through the design of its facilities. Many respondents do not consider present developed facilities to even be up to par with Forest Service facilities elsewhere. But in reality, those in the NRA should be of the highest quality that the Forest Service has to offer. This will present a challenge to managers working with limited budgets.

Based on the limited customer survey of local users, and trying to mesh these wishes with the political considerations and the resource constraints of HCNRA, following are suggested recommendations to future HCNRA managers for development of the NRA.

1. The remoteness of HCNRA is an asset and a part of its attractiveness. All development should preserve and promote this feeling of remoteness, yet major attractions should be available to the majority of the people who want to visit them. As such, road standards should be such to allow passenger cars to access these areas. Allowing such access should eliminate many of the present feelings some users have that only a limited number of people can enjoy HCNRA due to road standards.

The fact that improved roads were the most frequently mentioned development respondents wanted on HCNRA is a clear message to HCNRA managers of priorities for future development. All the frequently mentioned road improvements are already being planned by managers. Several other road improvements are detailed in the CMP. Considering the importance placed on roads by the respondents and considering the trend for the American public becoming increasingly more urbanized, reasonable road access by passenger cars to HCNRA major attractions should continue to be pursued. All major travel routes should be improved to a minimum standard of single lane, gravel surfaced roads with intervisible turnouts. Roads listed in the CMP are those roads which managers should be placing emphasis to improve. In the case of roads, present CMP direction appears adequate to meet customer desires as long as the projects are completed. When the CMP is revised, additional roads for improvement should be considered.

2. More interpretive and information facilities should be provided. Respondents clearly felt this was an important service not being adequately provided for in HCNRA, which has a wealth of information just waiting to be shared with its visitors. A comprehensive interpretive plan for the NRA is currently underway which should provide managers with priorities for providing this service to users. Implementation of this plan will be right in line with the respondents' desires. Current CMP direction supports additional interpretative services on HCNRA.
3. Maintenance of current facilities should be improved. Numerous respondents felt current maintenance of developed sites was unacceptable. Funding has been a major obstacle to keeping current facilities well maintained and in good condition, but public opinion expressed in this survey supports the need for better maintained facilities. Managers need to be prepared to take advantage of all funding options to maintain existing facilities.

Similarly, present developed facilities should be rehabilitated. Most respondents felt current developed sites were either in very poor or poor condition. Current authority under the CMP will allow this improvement, and as facilities are improved, managers should look at increasing opportunities available to and desired by customers.

4. Improve access, as already mentioned, was the most often mentioned improvement desired on the NRA and major road improvement projects are currently under way and/or planned in the near future. In conjunction with these road projects, managers should plan for other recreation developments accessed by or adjacent to these road projects. Improved access will increase demand along any particular road for improved recreation facilities. Managers should provide for those facilities/opportunities desired by customers as roads are improved.

5. Several specific sites were mentioned consistently throughout the responses to the survey. These sites in decreasing order of responses were: Dug Bar, Hat Point, McGraw Lookout, Freezeout Trailhead, and Pittsburg Landing. Freezeout Trailhead has already been improved and Dug Bar, Hat Point, and Pittsburg Landing are now in the planning process for improvements. Managers should consider the responses to the survey in their designs for these facilities to assure the needs of the customers are being met. Managers should also look at McGraw Lookout to determine the feasibility of constructing the recreation facilities desired by customers.
6. In concert with providing quality developed sites, a full range of recreation opportunities should be provided at major recreation sites. In addition to the traditional camping and picnicking opportunities provided at such sites, managers should also strive to provide additional opportunities such as day loop-hike opportunities, mountain bike trails, interpretive information, etc. This will become increasingly important as new visitors come to the NRA who are not familiar with the opportunities available.
7. Managers should be sensitive to developing trends and uses. Surprisingly, nobody mentioned the need for mountain bike trails, a use which is one of the fastest growing activities in the country. As this is a known trend, it is only a matter of time before users will demand accommodations for such use. By keeping abreast of these developing trends and uses, managers can be well prepared to either accommodate or prohibit such uses, depending on their compatibility with other uses, before conflicts occur. HCNRA has historically been a mainstay for "traditional uses" of the National Forests, i.e. camping, picnicking, boating, driving for pleasure, horse packing, hunting, fishing, etc. Change is on the horizon, and managers need to be prepared to deal with it.
8. HCNRA provides some unique winter opportunities. Traditional winter uses such as cross-country skiing and snowmobiling should be provided for as users demand, but the non-snow opportunities should be explored. Winter hiking/horseback riding in HCNRA provides a unique opportunity which could be promoted.
9. Managers should improve trail maintenance and trail related opportunities. Trail maintenance and trailhead improvements were frequently mentioned needs by respondents. Managers should develop an overall comprehensive trail plan in which current opportunities will be inventoried, the opportunities customers want will be determined, and then a spectrum of trail opportunities can be provided to meet customers needs. An in-depth survey of user desires for trail opportunities may result in a large gap in what is currently being offered and what is currently being provided.
10. Customer needs and desires should continuously be monitored. Public input into all project planning will assure that these needs are being satisfied in the project design.

11. Additional/improved camping opportunities should be provided in all locations - Snake River campsites, dispersed campsites, and developed campgrounds. Facilities in these improved campsites should retain the rustic flavor of HCNRA and should blend in with their surroundings, but should also provide quality conveniences for customers consistent with the recreation experience. The CMP also calls for providing two modern campgrounds on the NRA. Managers should work with customers in deciding on the most appropriate locations for these modern campgrounds (within the given parameters) and the types of conveniences desired and/or appropriate.
12. Sanitation and toilet facilities across the NRA should be improved. This is a health and safety issue which is considered to be an extremely important improvement to users. Again, quality facilities consistent with the recreation experience and subservient to the natural surroundings should be provided. Of any single facility provided to recreationists, the quality of the sanitation facilities leaves the most lasting impression. HCNRA managers should leave positive impressions upon its customers with quality sanitation facilities.

In summary, HCNRA will always provide recreationists with feelings of being in primitive country due to its extremely rugged terrain and isolation from large populations. But future development should emphasize quality facilities and services, providing the visitor with a quality experience in a wild setting. The visitor needs to be allowed easier access to the major attractions. A spectrum of opportunities can be provided ranging from relatively concentrated developments at major attractions to pristine wilderness opportunities.

As somewhat of a surprise, this survey of local customers surfaced no real big changes from the public input into the CMP. Although the majority of responses received favored increased development and improvement, increased development was generally favored only to the extent it would retain the primitive character of HCNRA. But based on this limited survey, it would appear that additional development of the NRA is now favored by a greater proportion of people than was favored in the earlier input. However, the opinions expressed by respondents may not be typical of responses which would be expressed by non-local users or by future users.

This survey in a sense verified the direction in the CMP for recreation development. Nearly all of the projects frequently mentioned by respondents are contained in the CMP as projects that will be completed during the planning period or are projects which, although not specifically mentioned in the CMP, are allowable. Funding has been slow in coming, but some development is beginning to occur. To date this development has been primarily in the form of improved roads. With these improved roads, managers will be faced with the need for improved recreation facilities accessed by these upgraded roads, and interpretive facilities will play an important role in this development.

As both roads and adjacent facilities are improved in HCNRA, managers will most likely see an increase in non-local users as this national resource becomes more "user friendly" to a larger segment of our population. These users will bring with them different expectations, needs, and desires than those of the local users. The challenge of future managers will be to be sensitive to future users needs and provide for them while still protecting the resources for which HCNRA was established.

APPENDIX 1

LETTERS REQUESTING QUESTIONNAIRE RESPONSES

College of Forest and Recreation Resources

DEPARTMENT OF PARKS, RECREATION AND TOURISM MANAGEMENT



January 22, 1989

Dear Interested Citizen:

As part of a student project being conducted through the College of Forest and Recreation Resources of Clemson University, I am surveying users and/or individuals who have an interest in the management of Hells Canyon National Recreation Area (HCNRA). The intent of my survey is to determine what sort of future development the customers of HCNRA would like to see.

The scope of this survey is being limited only to development of HCNRA and will not address management (except as management direction may apply to proposed developments). The information gained through this survey will be used to develop recommendations for future managers to consider when revising the HCNRA Comprehensive Management Plan as it pertains to future development.

Please take a short amount of time to fill out the survey and return it to me. Through its National Recreation Strategy, the Forest Service is very serious about satisfying the needs of their customers. This is your opportunity to provide some very valuable feedback into the future development of Hells Canyon. Because of the time constraints associated with the completion of this project, I will need your completed questionnaire returned to me by February 20 if your response is to be included in my written report. If you cannot meet this deadline, please send in the questionnaire at any time thereafter, as your input is genuinely desired.

Thank you for your help.

JIMMY J. DeHERRERA
Assistant Area Ranger
Hells Canyon National Recreation Area

College of Forest and Recreation Resources

DEPARTMENT OF PARKS, RECREATION AND TOURISM MANAGEMENT



January 22, 1989

Dear Interested Permittee:

As part of a student project being conducted through the College of Forest and Recreation Resources of Clemson University, I am surveying users and/or individuals who have an interest in the management of Hells Canyon National Recreation Area (HCNRA). The intent of my survey is to determine what sort of future development the customers of HCNRA would like to see. As a permittee on the NRA, I am very interested on hearing your responses to the attached questionnaire.

The scope of this survey is being limited only to development of HCNRA and will not address management (except as management direction may apply to proposed developments). The information gained through this survey will be used to develop recommendations for future managers to consider when revising the HCNRA Comprehensive Management Plan as it pertains to future development.

Please take a short amount of time to fill out the survey and return it to me. Through its National Recreation Strategy, the Forest Service is very serious about satisfying the needs of their customers. This is your opportunity to provide some very valuable feedback into the future development of Hells Canyon. Because of the time constraints associated with the completion of this project, I will need your completed questionnaire returned to me by February 20 if your response is to be included in my written report. If you cannot meet this deadline, please send in the questionnaire at any time thereafter, as your input is genuinely desired.

Thank you for your help.

JIMMY J. DeHERRERA
Assistant Area Ranger
Hells Canyon National Recreation Area

College of Forest and Recreation Resources

DEPARTMENT OF PARKS, RECREATION AND TOURISM MANAGEMENT



January 22, 1989

Dear Interest Group Representative:

As part of a student project being conducted through the College of Forest and Recreation Resources of Clemson University, I am surveying users, groups, and/or individuals who have an interest in the management of Hells Canyon National Recreation Area (HCNRA). The intent of my survey is to determine what sort of future development the customers of HCNRA would like to see. As a representative for a group with an interest in the NRA, I am very interested on hearing your responses to the attached questionnaire. Please feel free to distribute the questionnaire to other individuals in your group so that they may also respond.

The scope of this survey is being limited only to development of HCNRA and will not address management (except as management direction may apply to proposed developments). The information gained through this survey will be used to develop recommendations for future managers to consider when revising the HCNRA Comprehensive Management Plan as it pertains to future development.

Please take a short amount of time to fill out the survey and return it to me. Through its National Recreation Strategy, the Forest Service is very serious about satisfying the needs of their customers. This is your opportunity to provide some very valuable feedback into the future development of Hells Canyon. Because of the time constraints associated with the completion of this project, I will need your completed questionnaire returned to me by February 20 if your response is to be included in my written report. If you cannot meet this deadline, please send in the questionnaire at any time thereafter, as your input is genuinely desired.

Thank you for your help.

JIMMY J. DeHERRERA
Assistant Area Ranger
Hells Canyon National Recreation Area

APPENDIX 2

NEWS RELEASE

College of Forest and Recreation Resources

DEPARTMENT OF PARKS, RECREATION AND TOURISM MANAGEMENT



***** NEWS RELEASE *****

January 27, 1989

For more information contact:

Jim DeHerrera

Hells Canyon NRA

P.O. Box 490

Enterprise, OR 97828

(503) 426-3151

SURVEY OF HELLS CANYON NATIONAL RECREATION AREA CUSTOMERS

Jim DeHerrera, Assistant Area Ranger for Hells Canyon National Recreation Area, is surveying users and/or individuals who have an interest in Hells Canyon National Recreation Area (HCNRA). The survey is part of a student project being conducted through the College of Forest and Recreation Resources of Clemson University with the intent of determining what sort of future development the customers of HCNRA would like to see.

The scope of the survey is being limited only to development of HCNRA and will not address management (except as management direction may apply to proposed developments). Development refers to improvements which facilitate or enhance the visiting public's use and enjoyment of the area, such as campgrounds, picnic grounds, overlooks, trailheads, trails, access roads, etc. The information gained through the survey will be used to develop recommendations for future managers to consider when revising the HCNRA Comprehensive Management Plan as it pertains to future development.

(more)

"Through its National Recreation Strategy, the Forest Service is very serious about satisfying the needs of their customers," DeHerrera said. "This is an opportunity for all interested individuals to provide some very valuable feedback into the future development of Hells Canyon."

The Clemson University Recreation Short Course is a cooperative venture between the University and the Forest Service; however, DeHerrera stresses that the project is a student project, the results of which may not necessarily reflect the views of the Forest Service.

DeHerrera is encouraging all individuals who want more information or who would like to provide input to contact him at the HCNRA Ranger's Office, P.O. Box 490, Enterprise, OR 97828, phone # (503) 426-3151.

APPENDIX 3

QUESTIONNAIRE

WHAT IS THE APPROPRIATE LEVEL OF FUTURE DEVELOPMENT
ON HELLS CANYON NATIONAL RECREATION AREA?

In this questionnaire, development refers to improvements which facilitate or enhance the visiting public's use and enjoyment of HCNRA. Developments include campgrounds, picnic grounds, overlooks, trailheads, trails, access roads, etc. Please attach extra sheets if more space is needed for responses.

1. As a National Recreation Area, Hells Canyon has been determined to be a National treasure. HCNRA is presently in a fairly undeveloped and inaccessible state. Considering its stature as an NRA, what is an appropriate level of development that managers should be striving for? Is the NRA presently underdeveloped? Is it overdeveloped?
2. What general types of future development projects, if any, would you like to see in HCNRA to better serve its users? Why would these projects be beneficial?
3. What specific development projects would you like to see completed to better serve HCNRA customers? What specific need or purpose would completion of these projects serve?
4. What existing developed sites on the NRA, either generally or specifically, would you like to see improved to better meet the users' needs. Why are these improvements necessary?

5. How do present developed sites and facilities on HCNRA compare with developed sites in other Forest Service locations with which you are familiar? How do developed sites and facilities on HCNRA compare with developed sites and facilities administered by other agencies (National Park Service, State Parks, BLM, etc.)?
6. Access to the Snake River or to Hells Canyon viewpoints is limited, and in many cases, is restricted to high clearance vehicles. Is this limited access appropriate for a National Recreation Area? What standard of road development (high clearance non-surfaced, surfaced, paved, etc.) is appropriate for HCNRA attractions?
7. What types of road projects, generally and/or specifically, should be developed to give HCNRA customers better access to HCNRA attractions?
8. What is your association with and/or interest in HCNRA?

This questionnaire is part of a student project in partial fulfillment of the requirements of the Professional Development for Outdoor Recreation Management program at Clemson University. It in no way reflects USDA Forest Service policy nor are the opinions expressed those of anyone other than the author.
Return questionnaire to:

Jim DeHerrera
Hells Canyon National Recreation Area
P.O. Box 490
Enterprise, OR 97828

APPENDIX 4

REPRESENTATIVE COMMENTS

REPRESENTATIVE COMMENTS

1. "The only way you can see it is to walk or ride a horse."
2. "Build facilities that people can take a vacation rather than have to come back the same day."
3. "The draw to this beautiful area is its inaccessability!"
4. "If improvements are made, you cannot hear the silence."
5. "The lower elevations like Cow Creek and Eureka Bar should be promoted for their winter potential when not other wilderness areas in the state are snowed in."
6. "Existing roads and campgrounds and improvements of those developments should be stressed."
7. "LEAVE IT ALONE"
8. "Access is so limited in the HCNRA that it may as well be administered as a Wild Area." (by a proponent of improved access)
9. "Development has been very slow. Forest Service and Congress are not living up to their promises when HCNRA was created."
10. "Where do you have any developed sites of significance? Start from scratch on your development planning."
11. "Unroaded areas should be designated or at least managed as wilderness."
12. "The best thing that could happen to this land would be to get it back into a tax base and the HCNRA out of the land business."
13. "Planning should be long term to identify appropriate sites, but implementation of those plans should be delayed until needed."
14. "The river corridor should remain an undeveloped backcountry environment."
15. "We feel the improvements in NRA will be financially beneficial to our county - the state."
16. "It is a unique resource as is, and should remain as undeveloped as possible while providing essential creature comforts."
17. "A National Recreation Area should be for national recreation, not a defacto wilderness for those who can afford horses or guides."
18. "Remember, if this area were heavily "developed" already, it would never have become an NRA!"
19. "Development should be balanced to serve all classes of potential visitor (sic), ranging from primitive trail developments clear to resort-type lodging/restaurant facilities..."
20. "Right now only the rich and healthy can get there. National Recreation it is not!"
21. "I'm a taxpayer and the public isn't getting its money's worth."
22. "These improvements are necessary to bring up the Hells Canyon NRA up to the same level as other national forest and park facilities."
23. "Being a recreation area doesn't mean you have to be able to drive all over it."
24. "HCNRA is a crime. It has been set aside so a chosen few can have it as their private playground."
25. "The best way to serve present and future customers is to avoid overuse, beginning now."
26. "It is a rich man playground and should not be that way."
27. "It would ruin the canyon to make it completely accessible, but there should be reasonable access."